



# TERMS + CONDITIONS

1. These Policies and Procedures have been prepared by the South West Rocks Chamber of Commerce (SWRCC) and the South West Rocks Surf Life Saving Club (SWRSLSC) for the Beachside Markets South West Rocks (BMSWR) to outline the conditions of operation that apply to all our stallholders. The BMSWR Committee is made up of volunteers from both the SWRCC and SWRSLSC to oversee all market operations.
2. All stallholders must be approved prior to attending the markets. The Market Coordinator is contactable via email or phone to discuss any questions on 0403 074 525.
3. Stall fees are \$25 for a 4m x 4m area. A discount of \$5 will be given to SWRCC or SWRSLSC members. Fees MUST be paid at least one day prior to the market, unless prior arrangements have been confirmed with the Market Coordinator.
4. The BMSWR runs from 8:00am to 1:00pm. No vehicle movements are allowed within the market site between these hours. Stallholders are not permitted to pack up before 1:00pm without permission of the Market Coordinator. Set up will be from 6:00am and stallholders must be set up by 8:00am. All vehicles must be removed from the market site by 7:30am. Vehicles must be removed prior to setting up gazebos. If you arrive after 7:20am, you will not be permitted to take your car onto the site to assist in the setting up of your stall. Vehicles will not be permitted to remain on site during the market unless prior written approval is given. If the market site has been affected by prior rain, vehicle access to the site will be dependent on Kempsey Shire Council decision.
5. The stallholder agrees to provide own power leads, which must be tested and tagged at stall holders expense.
6. Temporary structures, gazebos and marquees must comply with loads determined in accordance with Australian and New Zealand Standards. Floor area of each structure to be 3m x 3m. If gazebo or marquee is larger than this, consult with event organisers.
7. Amplified music must be discussed with the event organiser. If the consensus of all stalls within audible range say it's too loud or there is conflicting radio/tape/busking music too close together, then management reserves the right to turn down which ever source that may be creating the disturbance.
8. Inclement Weather: Wind: Please make sure your gazebos are appropriately secured. Rain: If it is raining on the day the market will still go ahead. If we have been advised by Kempsey Shire Council that the grounds are too wet to use, then set up will be in the car park above the market area (where the public normally park). It will be a first in, first to set up, plan. You will be directed by the committee. There will be no site numbers.
9. There is a waiting list, so to secure your site we must receive your payment by the MONDAY before the market day, unless other arrangements have been made with the Market Coordinator. If you notify us after 5:00pm, on the Wednesday prior to the market that you are not attending, there will be a \$10 cancellation and processing fee applied to your account. NB: if you do not notify us that you are going to cancel your space, then this gives us no opportunity to re-allocate your stall, so no refund will be made.



# POLICIES + PROCEDURES

## **New Stallholders**

New stallholders must apply to attend the markets by completing the online Registration Form .

South West Rocks Chamber of Commerce (SWRCC) and South West Rocks Surf Life Saving Club (SWRSLSC) reserve the right to decline any application for the event. No person will be permitted to set up a market stall unless they have been prior approved to attend the markets by the Market Coordinator. NO bookings will be taken for Political Parties or Religious Groups.

## **Site Bookings**

No person will be permitted to set up a market stall unless they have been prior approved to attend the markets by the Market Coordinator. No approvals for new stallholders will be granted on the day of a market. Regular Stallholders can inform the Market Coordinator at a prior market of their intention to attend or not attend the next market. A message can also be left on 0403 074 525 or emailed to [beachsidemarkets@southwestrocks.org.au](mailto:beachsidemarkets@southwestrocks.org.au). The receipt for the payment will be forwarded to your email address or post. As our market sites book out quickly, it is recommended that forms are returned as soon as possible, and sites will be allocated on a first in basis.

## **New Products on an Existing Stall**

All products being sold at the market must have prior approval. Stallholders may vary designs within their approved product line without approval however, BMSWR approval must be sought if stallholders wish to move into a different product line. BMSWR reserves the right to disallow a stallholder who is selling non-approved products at any time.

## **Market Manners**

This is a family market and we ask stallholders to conduct themselves in a friendly and helpful manner towards the general public and other stallholders.

Loud and intrusive selling techniques are not permitted. Nor is the use of public address systems or other methods of gaining attention that could annoy other stallholders and customers.

The market has a zero-tolerance policy on aggressive behaviour towards the public, stallholders or the Market Coordinator. Any such behaviour will result in instant exclusion from the market.

Please note that our market sites are in a smoke free environment. For the comfort of visitors/ children and other stallholders we request that you do not smoke while on the market site.

Amplified music must be used only with the consensus of all stalls within audible range. If there are conflicting radio/tape/busking music too close together then management reserves the right to turn down which ever source that may be creating the disturbance.



# POLICIES + PROCEDURES

## Stall Holder Set-Up

The Market Coordinator will be on site for assistance with any queries. Market stall sites are a standard 3m x 3m area. Double sites can be requested at double the fee.

Set up will be from 6.00am and stallholders must be set up by 8.00am. All vehicles must be removed from the market site by 7.30am. Vehicles must be removed prior to setting up gazebos. If you arrive after 7.20am, you will not be permitted to take your car onto the site to assist in the setting up of your stall. Vehicles will not be permitted to remain on site during the market unless prior written approval is given. If the market site has been affected by prior rain, vehicle access to the site will be denied. Stall holders are required to park their cars up on the headland or at Brighton Park, not in the car spaces directly around the market site.

All site corners are clearly marked out in marking paint prior to each market, with numbers displayed in the front right-hand corner. Sites are only to be set up in marked stall areas.

The stallholder agrees to provide own power leads, which must be tested and tagged. NB: There is currently no access to power.

All stallholders must keep their site clean and remove all rubbish from the grounds. Bins for general waste, recycling and green waste will be available. In partnership with Kempsey Shire Council and Midwaste these markets will be a waste wise and plastic bag free event. If you need assistance sourcing 100% compostable containers, coffee cups etc, contact Kempsey Shire Council. Please find alternatives to plastic bags so we are not contributing to an ongoing environmental challenge.

Please note that our market sites are in a smoke free environment. For the comfort of visitors/ children and other stallholders we request that you do not smoke while on the market site. Smoking is allowed in the carparks.

## Stall Requirements

Temporary structures, gazebos and marquees must comply with loads determined in accordance with Australian and New Zealand Standards. Floor area of each structure to be 3m x 3m. If gazebo or marquee is larger than this, consult with event organisers.

Each stallholder will need to bring different things with them to make their life comfortable at the BMSWR. As a general indication, you will need:

- + Your stock
- + A market umbrella/marquee and weights
- + Table(s) + a chair to sit on
- + Display, signage and promotion materials
- + A change float to suit your product pricing

## Public Liability Insurance

Stallholders are required to have current \$10 million Public Liability Insurance. A current copy of a Certificate of Currency for insurance must be supplied to the Market Coordinator. Certificate of Currency and any other licences that are used, should be with your stall for easy access if needed.

In addition to current Public Liability and Product Liability insurance for \$10 million each, all food vendors are required to be licensed as Temporary Food Stall vendors with the local Council, and display this license at their

stalls. Copies of these licences need to be provided to the Market Coordinator.



# POLICIES + PROCEDURES

## **Compliance Requirements - Licences**

Licences from Health Department, Agriculture, Licensing Board, Forestry etc are required for some stalls. A plate of cookies comprises a food stall and a Temporary Food Vendors Licence would be required. All food vendors must produce current permits. For further enquiries contact Kempsey Shire Council on 6566 3200.

You can find Food Labelling requirements and Guidelines for Food Businesses at Temporary Events documents in the 'Resources' tab on our website.

They are also required to have all licences and insurances required to operate their business and all products should comply with relevant safety and compliance standards.

## **Weather Conditions**

Beachside Markets South West Rocks is an all- weather market.

**Rain:** If it is raining on the day the market will still go ahead. It is the stall holder's responsibility to ensure that products are protected, and marquees are securely weighted & tied down.

**Wind:** Please make sure your gazebos are appropriately secured.

The Market Coordinator has the right to close the market in exceptional weather conditions. If the market is cancelled, a refund will be issued. Refunds will not be issued for those stalls who choose not to attend on the day.

## **Cancellations**

To secure your site we must receive your payment by the **MONDAY** before the market day, unless other arrangements have been made with the event co-ordinator.

The set up and advertising costs for the markets represent a substantial amount and the committee is therefore unable to provide compensation for inclement weather and no moneys will be refunded. If this occurs, the event organisers may need to cancel or relocate to another venue.

If you notify us after 5:00pm, on the Wednesday prior to the market that you are not attending, there will be a \$10 cancellation and processing fee applied to your account. Please note, if you do not notify us that you are going to cancel your space, then this gives us no opportunity to re-allocate your stall, so no refund will be made.

After 1pm Thursday before market, no refund.

## **Last Word**

On behalf of the BMSWR we hope that you enjoy your time with us at picturesque South West Rocks. The BMSWR Committee and Market Coordinator are always looking for ways to improve the markets for both market goers and our stall holders. If you have any feedback, please do not hesitate to speak directly to the Market Coordinator.